



June 22, 2016

Received & Inspected

JUN 24 2016

FCC Mail Room

Commission's Secretary
Office of the Secretary
Federal Communications Commission
9300 East Hampton Drive
Capitol Heights, MD 20743

DOCKET FILE COPY ORIGINAL

In re: WC Docket No. 14-58

To Whom It May Concern:

Per the FCC's instructions please find enclosed the original along with a copy of FCC Form 481.

If the Commission has any questions with regard to the filing, please contact the undersigned.

Sincerely,

A handwritten signature in cursive script that reads "Joshua K. Campbell".

Joshua K. Campbell
Director of Financial Operations

Jkc
enclosures

No. of Copies rec'd
List ABCDE

0+1

FCC Form 481 - Carrier Annual Reporting
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010> Study Area Code	419018
<015> Study Area Name	Big River Telephone Company
<020> Program Year	2017
<030> Contact Name: Person USAC should contact with questions about this data	Joshua K. Campbell
<035> Contact Telephone Number: Number of the person identified in data line <030>	5733883720 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	regulatory@bigrivercom.com
Form Type	54.313 and 54.422

Received & Inspected

JUN 24 2016

FCC Mail Room

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	419018
<015>	Study Area Name	Big River Telephone Company
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Joshua K. Campbell
<035>	Contact Telephone Number - Number of person identified in data line <030>	5733883720 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@bigrivercom.com

<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input checked="" type="radio"/> <input type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing § 54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

419018KS112.pdf

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113> Maps detailing progress towards meeting plan targets
 <114> Report how much universal service (USF) support was received
 <115> How much (USF) was used to improve service quality and how support was used to improve service quality
 <116> How much (USF) was used to improve service coverage and how support was used to improve service coverage
 <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity
 <118> Provide an explanation of network improvement targets not met in the prior calendar year.

Yes
Yes
Yes
Yes
Yes
Not Applicable

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<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@bigrivercom.com

<210> For the prior calendar year, were there any reportable voice service outages?

[illegible]

**(300) Unfulfilled Service Request
Data Collection Form**FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<039> Contact Email Address - Email Address of person identified in data line <030>	regulatory@bigrivercom.com

<300> Unfulfilled service request (voice)

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

<330> Detail on attempts (broadband)

Name of Attached Document

Contact Name - Person USAC should contact regarding this data	Joshua K. Campbell
Contact Telephone Number - Number of person identified in data line 130>	5733883720 ext.
Contact Email Address - Email Address of person identified in data line 130>	regulatory@bigrivercom.com

Select from the drop-down list to indicate how you would like to report
voice complaints (zero or greater) for voice telephony service in the prior
calendar year for each service area in which you are designated an ETC for
any facilities you own, operate, lease, or otherwise utilize. Offered only fixed voice

Complaints per 1000 customers for fixed voice 1.14

Complaints per 1000 customers for mobile voice

Select from the drop-down list to indicate how you would like to report
fixed-user customer complaints (zero or greater) for broadband service in
the prior calendar year for each service area in which you are designated
an ETC for any facilities you own, operate, lease, or otherwise utilize.

Complaints per 1000 customers for fixed broadband

Complaints per 1000 customers for mobile broadband

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<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@bigrivercom.com

[illegible]

**(800) Operating Companies
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<035>	Contact Telephone Number - Number of person identified in data line <030>	5733883720 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@bigrivercom.com
<810>	Reporting Carrier	Big River Telephone Company, LLC
<811>	Holding Company	Not Applicable
<812>	Operating Company	NA

[illegible]

<010>	Study Area Code	419018
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<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@bigrivercom.com

<900> Does the filing entity offer tribal land services? (Y/N) No

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable

**(1000) Voice and Broadband Service Rate Comparability
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@bigrivercom.com

<1000> Voice services rate comparability certification Yes

419018ks1010.pdf

<1010> Attach detailed description for voice services rate comparability compliance

Name of Attached Document

<1020> Broadband comparability certification

<1030> Attach detailed description for broadband comparability compliance

Name of Attached Document

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	419018
<015>	Study Area Name	Big River Telephone Company
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<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@bigrivercom.com

<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@bigrivercom.com

419018e1210.pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒

<1222> Details on the number of minutes provided as part of the plan, ☒

<1223> Additional charges for toll calls, and rates for each such plan. ☒

(2000) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@bigrivercom.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010> 2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1 2016 certification, this applies to Round 2 recipients of Incremental Support

<2011> 3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1 2016 certification, this applies to Round 1 recipients of Incremental Support

<2022> Recipient certifies, representing year two after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.

<2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year two - 54.313(b)(2)(iii). Round 2 recipients only.

<2024A> Round 2 Recipient of Incremental Support?

<2024B> Attach list of census blocks indicating where funding was spent in year two - 54.313(b)(2)(ii). Round 2 recipients only.

<2025A> Round 1 or Round 2 Recipient of Incremental Support?

<2025B> Attach geocoded information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund, WC Docket 10-90, Report and Order, FCC 13-

<2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

Name of Attached Document Listing
Required Information

Name of Attached Document Listing
Required Information

(2000) Price Cap Carrier Additional Documentation (Continued)

Data Collection Form

Including Rate-of Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017B> Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price

cap carrier used for capital expenditures in 2015.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii)

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)

<2020> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 40% of its supported locations in the state on December 31, 2017 - 54.313(e)(3)

<2021> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 60% of its supported locations in the state on December 31, 2018 - 54.313(e)(4)

<2026> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)

<2027> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)

Name of Attached Document Listing
Required InformationName of Attached Document Listing
Required Information

items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form is attached below is accurate.

Progress Report on 5 Year Plan
Carrier certifies to 54.313(f)(1)(iii)

Milestone Certification {47 CFR § 54.313(f)(1)(i)}

Please Provide Attachment

Name of Attached Document Listing Required Information

Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}

Please Provide Attachment

Name of Attached Document Listing Required Information

Is your company a Privately Held ROR Carrier {47 CFR 54.313(f)(2)}

(Yes/No)

☐

☐

If yes, does your company file the RUS annual report

(Yes/No)

☐

☐

Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

Electronic copy of their annual RUS reports
(Operating Report for Telecommunications Borrowers)

Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows

If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

If the response is no on line 3014, is your company audited?

(Yes/No)

☐

☐

If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:

1) a copy of their audited financial statement; or
2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers
Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

Management letter and/or audit opinion issued by an independent certified public accountant that performed the company's financial audit.

If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:

1) a copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers

Underlying information subjected to a review by an independent certified public accountant

Underlying information subjected to an officer certification.

<01>	Study Area Code	419018
<01S>	Study Area Name	Big River Telephone Company
<02>	Program Year	2017
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<03P>	Contact Email Address - Email Address of person identified in data line <03D>	regulator@briarivercom.com

Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

oadband Experiment

ral Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served
nchor institutions, and provide a list of locations where broadband has been deployed.

t Obligations – FCC 14-98 (paragraphs 26-29, 78)

s Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 40

nt certifies that it is offering broadband to the identified locations meeting the requisite public
tions consistent with the category for which they were selected, including broadband speed,
: capacity, and rates that are reasonably comparable to rates for comparable offerings in urban

nchor Institutions – FCC 14-98 (paragraph 79)

rticipants must provide the number, names, and addresses of community anchor institutions to
wly deployed broadband service in the preceding calendar year. On this line, please respond
new community anchors, no – no new anchors) to indicate whether this list will be provided.

A, please provide a response for 4003B.

e the number, names and addresses Name of Attached Document Listing Required Information
nchor institutions to which the
ly began providing access to
vice in the preceding calendar year.

ployment Locations – FCC 14-98 (paragraph 80)

a list of geocoded locations to
and has been deployed as of the
mediately preceding the July 1st filing Name of Attached Document Listing Required Information
ne FCC Form 481.

evidence demonstrating that the
eeting the relevant public service
r the identified locations. Materials
detail the pricing, offered broadband Name of Attached Document Listing Required Information
a usage allowances available in the
raphic area.

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: Big River Telephone Company	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/22/2016
Printed name of Authorized Officer: Gerard Howe	
Title or position of Authorized Officer: CEO	
Telephone number of Authorized Officer: 5736513373 ext.	
Study Area Code of Reporting Carrier: 419018	Filing Due Date for this form: 07/01/2016
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039> Contact Email Address - Email Address of person identified in data line <030>	regulatory@bigrivercom.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent Firm: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Name of Authorized Agent Employee: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

**(112) Annual Progress Report
Data Collection Form**

**Study Area Code – 419018
Study Area Name – Big River Telephone Company
Program Year – 2017**

(112) Annual Progress Report

Progress Report Summary

Big River Telephone received \$75,552 in total FUSF frozen high cost support in 2015. We originally set out to extend and improve service to multiple communities in Kansas when we were named a CETC in December 2009. Due to the frozen and reduced support we are now limited to the communities of Bennington, Ellis, Milford, Riley, Russell, Wakeeney, Wakefield, and Victoria Kansas that we are improving with our funding.

In 2015 we had new investments of \$288,105 that directly affected the above fore mentioned communities. The largest investment in the network consisted of building out a redundant fiber route connecting our two master head ends thereby creating multiple paths between the two. This affected all of the communities listed above. This new fiber will ensure maximum uptime for customers as we can now provide services over this if our existing infrastructure has an interruption or outage of services or vice versa. Also with this investment we will be able provide increased reliability with our network. The quality of service for our customers whose services utilize this medium is increased due to the fact they now experience minimal packet loss and increased speeds.

We also had equipment upgrades in the communities of Victoria, Russell, Ellis, and WaKenney which consisted mostly of CMTS's (cable modem termination system) which increased the quality and capacity of our telecommunications network. There were also upgrades to our UPS (uninterruptable power supplies) that enhanced the reliability and quality of our offerings.

Additional investments in the Milford and Riley areas consisted of upgrading the UPS (uninterruptable power supplies) that enhanced the reliability and quality of our offering.

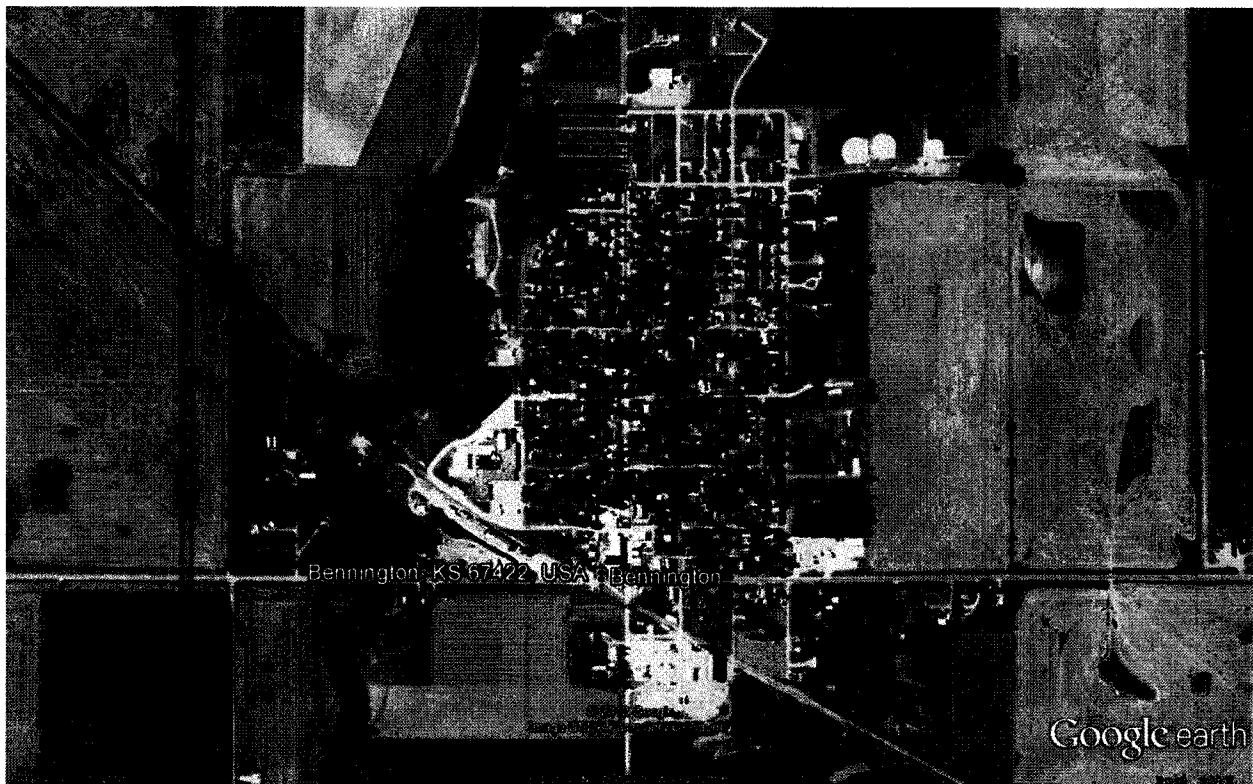
Last, investments were made with service repair vehicles, meters, and repair tools. This helped to more quickly diagnose and repair issues with service. Because of this we experienced improved uptime for our customers and quality of service as well.

We were able to meet our targets for 2015 with the funding we received.

**(112) Annual Progress Report
Data Collection Form**

**Study Area Code – 419018
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Program Year – 2017**

Progress Maps



Bennington

**(112) Annual Progress Report
Data Collection Form**

Study Area Code – 419018

Study Area Name – Big River Telephone Company

Program Year – 2017



Ellis

**(112) Annual Progress Report
Data Collection Form**

Study Area Code – 419018

Study Area Name – Big River Telephone Company

Program Year – 2017



Milford

**(112) Annual Progress Report
Data Collection Form**

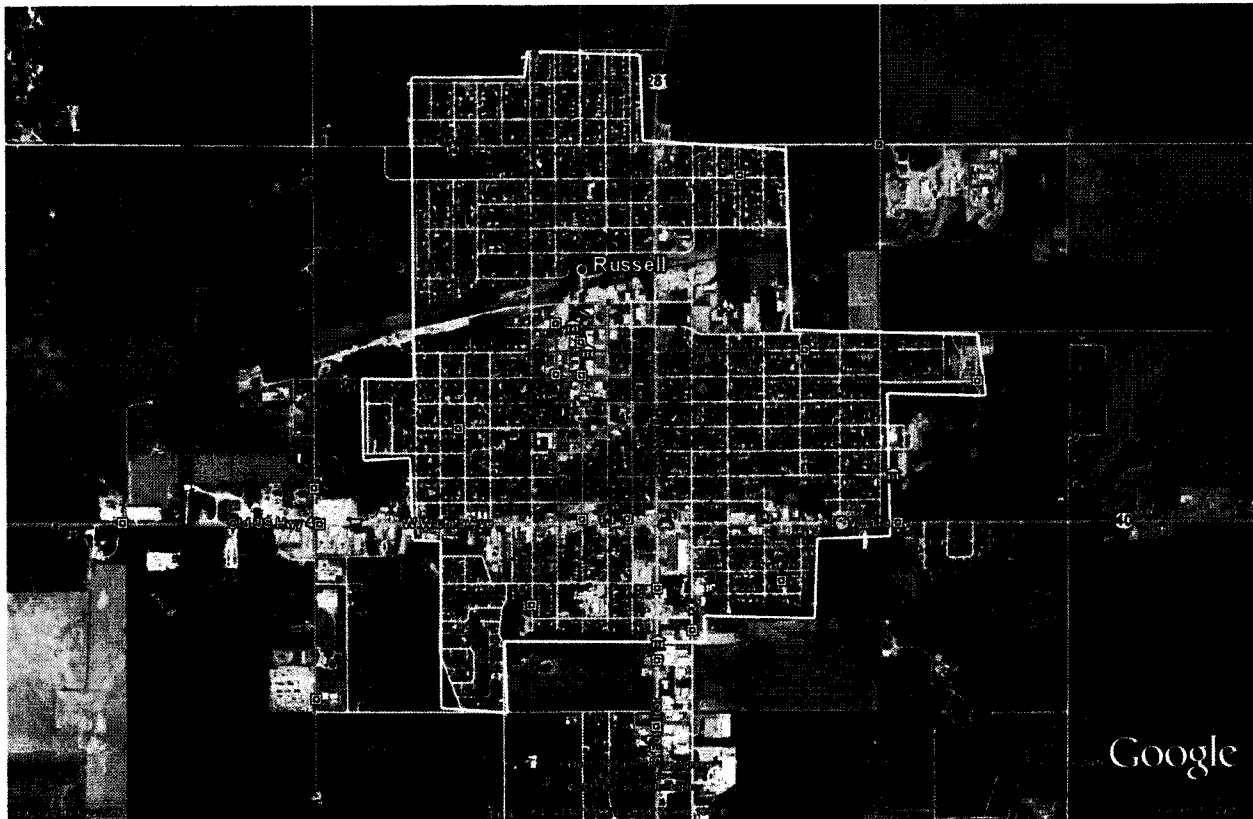
**Study Area Code – 419018
Study Area Name – Big River Telephone Company
Program Year – 2017**



Riley

**(112) Annual Progress Report
Data Collection Form**

**Study Area Code – 419018
Study Area Name – Big River Telephone Company
Program Year – 2017**



Russell

**(112) Annual Progress Report
Data Collection Form**

Study Area Code – 419018

Study Area Name – Big River Telephone Company

Program Year – 2017



Victoria

**(112) Annual Progress Report
Data Collection Form**

Study Area Code – 419018

Study Area Name – Big River Telephone Company

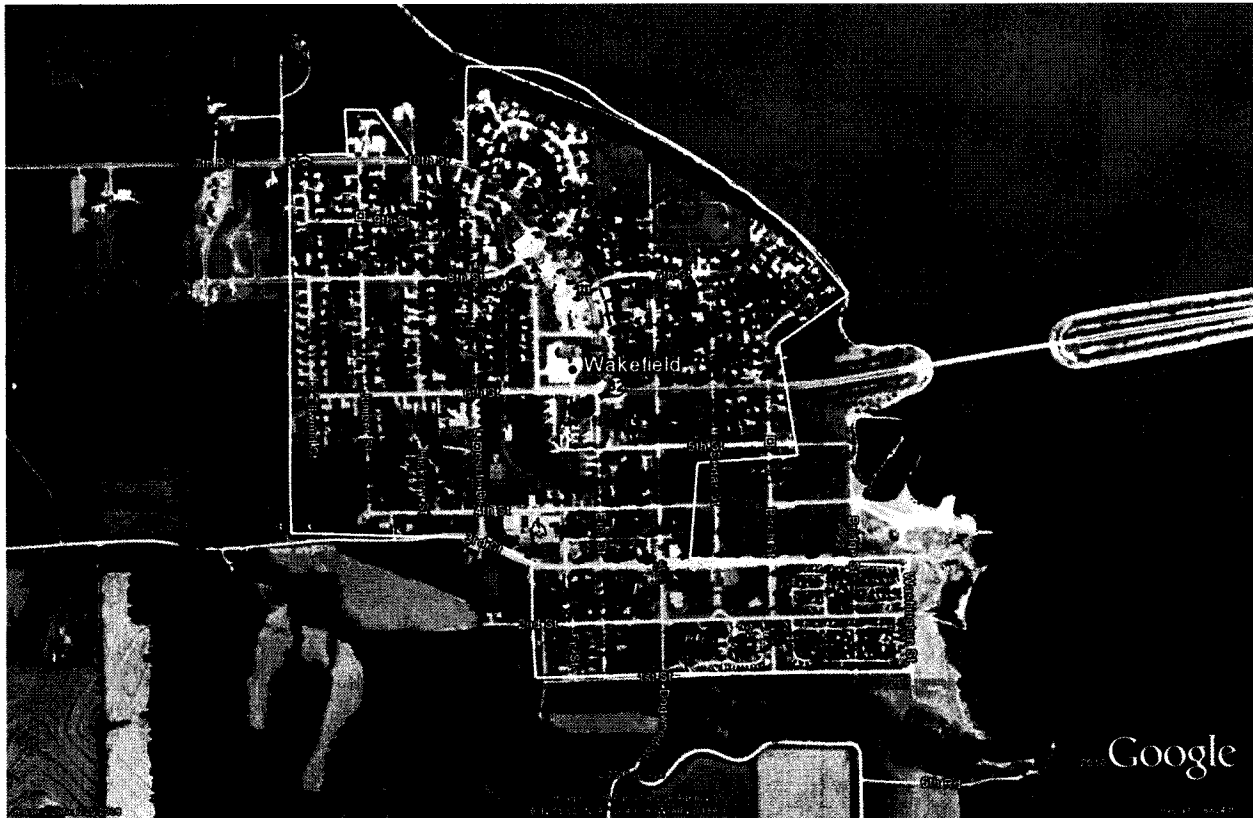
Program Year – 2017



Wakeeney

**(112) Annual Progress Report
Data Collection Form**

**Study Area Code – 419018
Study Area Name – Big River Telephone Company
Program Year – 2017**



Wakefield

**(510) Service Quality Standards and Consumer Protection
Data Collection Form**

**Study Area Code – 419018
Study Area Name – Big River Telephone Company
Program Year – 2017**

(510) Service Quality Standards and Consumer Protection

Service Quality Standards

Big River Telephone ensures service quality standards are met with our telecommunications services offered in many ways, built with a layered approach. First, we have built a network based on redundancy and industry leading equipment designed for uptime and performance. We try and have fully redundant hardware in the individual equipment itself as well as build redundant links within our network switching sites.

Second, we continuously monitor our network via our network surveillance and assurance software interfaces to uncover any problems in real time. Using transactional based monitors, we can often times see a potential for problems before they actually occur allowing us to prevent outages. When outages do occur, real time alerts and notifications are generated thanks to our tight integration between our network surveillance system and our Operational Support System (OSS). This results in meaningful notifications detailing where problems lie and who might be affecting. Getting this key information to the right individuals immediately results in minimizing downtime when failures do arise.

Third, we analyze quality of service indicators and calculate Mean Opinion Scores (MOS) on all calls to alert us of any call quality issues. This allows us to maintain the highest level of call clarity and quality for our customers.

Lastly, our Network Capacity Planning and Engineering toolkit continuously monitors our real time network capacity as well as our pre-sales and sales funnels to ensure our network will handle capacity as our sales and needs grow.

**(510) Service Quality Standards and Consumer Protection
Data Collection Form**

Study Area Code – 419018

Study Area Name – Big River Telephone Company

Program Year – 2017

Consumer Protection

Big River Telephone works diligently to fully protect the consumers we serve along with their personal information. We have implemented procedures within our company to ensure we comply with all facets of CPNI rules and regulations. All employees have undergone training detailing the stringent rules on the definition of CPNI and under what circumstances and conditions it can be divulged and under what circumstances it is not to be divulged. For example, Big River employees will only give out call data to customers in the following ways:

- a. Request they come to the office and present a photo ID that has the same name as on the account.
- b. Mail it to the address on the account.
- c. Business customers can talk to their AE.
- d. Call the customer at the phone number of record.
- e. Customer can check the website.

Significantly, all employees have also been instructed and understand when these rules have been breached and the steps to take if such a breach has found to occur. Each employee has signed a form acknowledging they received training and understand the requirements of the Company's compliance with the FCC rules on CPNI. Training is completed with all newly hired personnel and is also administered annually with existing employees to ensure continued compliance.

Big River has implemented new rules for the sharing of information, specifically CPNI, via electronic means along with the security measures required for protecting such information. The security measures, including password assignment and dissemination, have been established and meet the requirements of the FCC's CPNI rules.

Big River is displaying posters in the work areas of customer service employees about the CPNI rules and the legal responsibility to comply with such rules. CPNI rules and the possibility of any breach will be discussed at regular meetings with customer service employees and have been incorporated into the performance review requirements of such employees.

(610) Functionality in Emergency Situations
Data Collection Form

Study Area Code – 419018
Study Area Name – Big River Telephone Company
Program Year – 2017

(610) Functionality in Emergency Situations

Big River Telephone is able to fully function in emergency situations due to the redundancy we have constructed within our network developed for full business continuity. Because of this the Big River Network Operations Control Center has the ability to transfer full functionality to its backup operations facility in the event of a catastrophic outage.

Service Restoration

Big River provides for the restoration of service in the event of equipment malfunctions, isolated network overloads, major network disruptions and national/civil emergency situations. In the event of service disruption due to Big River Telephone's equipment, service typically is restored within four hours after notification. Big River does everything possible to prevent a total outage at its switch sites or at any of its POP's through the use of advanced site designs and redundant equipment. All processors, memory and switch networks within our switches are fully redundant. All switch sites are protected by uninterruptible DC battery banks, dual generator's which are fed with natural gas and liquid propane as a backup fuel source. All POP sites are located in bunkered carrier class buildings to increase survivability. A multi-pronged program is used to minimize outages:

1. Do everything possible to minimize the impact of a "single point of failure." This includes:
 - Diversification of all facilities demands between switch sites. All switch sites are connected to the long haul network over at least two separate Big River fiber routes; many have three paths.
 - Deployment of multiple switches at large switching centers. This prevents a single switch outage from disabling the site.

**(610) Functionality in Emergency Situations
Data Collection Form**

Study Area Code – 419018

Study Area Name – Big River Telephone Company

Program Year – 2017

2. Have systems in place allowing for the rapid deployment of network resources in case of a catastrophic outage. Fiber cuts, which can affect thousands of calls at several locations, are sometimes unavoidable. Response to these outages is maximized through the following procedures:
 - Utilization of established plans to respond effectively to these outages.
 - The capability to rapidly deploy network transmission facilities when needed.
 - Immediate execution of alternate routing in the digital switches and cross-connect systems to assist in the handling of temporary network disruptions and forced overloads.

The entire spectrum of survivability needs, expectations, and requirements are met by the proper engineering of customer and Big River switches and facilities.

Fiber Backbone Loop Topology and Reconfiguration

Fiber optic cable routes are designed to include redundant capacity to insure survivable fiber optic systems. Big River Telephone's SONET network, using four fiber bi-directional line switched ring capability, allows automatic switching to alternate paths to provide for traffic rerouting in the event of a route failure. The SONET fiber optic backbone topology is currently designed to ensure sufficient alternate paths for total network survivability. Two (2) operating SONET rings currently serve Big River's main public switched telephone network (PSTN) interconnection points. These fiber paths also allow Big River to manage any traffic spikes that may occur due to an outage or an emergency situation that arises.

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

1/1/2016	20.0
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	Residential Local Service Charge Effective Date	Single State-wide Residential Local Service Charge
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<702>		

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**(1010) Voice Services Rate Comparability
Data Collection Form**

**Study Area Code – 419018
Study Area Name – Big River Telephone Company
Program Year – 2017**

(1010) VOICE SERVICES RATE COMPARABILITY

Per the Wireline Competition Bureau the national average urban rate for voice service for Program Year 2016 FCC Form 481 is \$21.93. Two deviations above \$21.93 is \$41.07. Our local rate and state fees is \$20 as per Section 700 of Form 481. Therefore our local rate is not more than two standard deviations above the national average, as it is actually less than the national average.

**(1210) Terms & Conditions of Voice Telephony Lifeline
Data Collection Form**

Study Area Code – 419018

Study Area Name – Big River Telephone Company

Program Year – 2017

(1210) TERMS AND CONDITIONS OF VOICE TELEPHONY LIFELINE

Lifeline subscribers currently have a choice of one service plan only: ***Local Plus***.

Local Plus costs \$26.95 per month before any lifeline discounts are applied. It contains the following features:

- Unlimited local calling
- Long distance minutes are not included in \$26.95 rate.
- Long distance calling is enabled which is rated at \$0.05/minute.
- Caller ID
- Call Waiting
- Call Forwarding
- Call ID Blocking
- Digital Voicemail
- Voicemail sent via E-mail